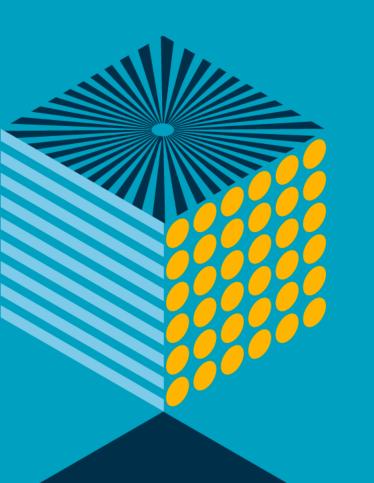


IFA ANNUAL CONVENTION





Changing Legacy Processes and Systems



Edith Wiseman

President

FRANdata

ewiseman@frandata.com



Joe Sieve

VP Franchise Development

Inspire Brands

jsieve@inspirebrands.com

REMODELING

Key Takeaways

- Significant Remodels Take 3 Years to Gain System Buy-In
- The Number of Times You Need to Talk to Franchisees About the Remodel is Not Something You Can Count
- Invest Yourself As A Brand to Demonstrate the Change Is
 Worth it to Franchisees
- Don't Change Too Much All At Once



Jayson Pearl

President
ServiceScore
jayson@servicescore.net



Dale Myska

EVP Network Sales & Operations
PostNet & Alphagraphics
dalem@postnet.com

MAKING PROCESS A PRIORITY Key Takeaways

- Choose the Right Tools and Tech to Keep Track of Process (example Operation Management Software to House SOPs)
- Make Process Management Part of Someone's Job for Accountability (IE. Creating a Project Manager Role)
- Create a Culture Around Process Documentation
- Know Your Goals and ROI of Process Documentation & Improvement





AMY CHENG

Partner & Co-Founder Cheng Cohen
Amy.cheng@chengcohen.com

EMMA DICKISON

CEO & President

Home Helpers Home Care

e.dickison@homehelpershomecare.com

MANDATING A BACK-OFFICE PLATFORM Key Takeaways

- Commitment
- Collaboration
- Communication
- Consistency



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ewiseman@frandata.com



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